

(I) Number of Employees within the Office of 18F

10/15/2016	178
11/15/2016	185
12/15/2016	167
1/15/2017	166
2/15/2017	160
3/15/2017	157

The decline in the number of 18F employees between November and December 2016 was due to a TTS reorganization that moved two teams totaling sixteen 18F staff members to new divisions within TTS.

(II) Job Titles and Job Descriptions for Employees within the Office of 18F

Innovation Specialist, GS-0301-15; 00CA458

This is a Schedule A position under 5 CFR 213.3102(r) to hire unique technical skills to develop innovative digital tools and services in the Excepted Service, U.S. Digital Service 18 F Fellowship Program. This position is located in the General Services Administration (GSA), Office of Citizen Services Innovation and Technology & 18F (OCIST/18F). The 18F office is charged with developing innovative digital tools and services. 18F uses lean start-up and agile development principles to make easy things easy and hard things possible. As an Innovation Specialist the incumbent serves the government and makes an impact on a truly massive scale. The position requires that fellows perform work of an exceptional degree of difficulty across a wide range of topics at the convergence of technology, policy, and delivery. The incumbent leverages his/her experience deploying high quality, user centric platforms and services to lead major initiatives, consult on systems and policy proposals, and provide technical, policy, and programmatic guidance to government. The position involves access to PII data.

Major Duties (Performed 100% of the work time):

Typical duties for the fellow include but are not limited to:

- Conceiving/recommending projects/studies to advance the state of the art in the specialty area; applying forward-thinking design and development principles to product or services development, delivery and program management, such as lean startup, user-centered design, and agile development;
- Analyzing and scoping the technical and policy requirements needed to implement complex digital solutions;

- Assessing the state of digital services provided by the Federal Government, and working to align strategies and practice; conferring with key government/private officials and top experts in the field, representing the agency at technical symposia and/or conferences;
- Developing authoritative papers/reports; developing and leading adoption of government-wide standards for digital services, leading to their adoption across citizen and business-facing government services;
- Demonstrating thought leadership and contributing best practices in a variety of technologies and principles;
- Contributing to a talent strategy that includes recruiting innovators and entrepreneurs to participate in solving complex and esoteric challenges; and
- Performing other duties, as assigned.

Innovation Specialist, GS-0301-14; 00CA457

This is a Schedule A position under 5 CFR 213.3102(r) to hire unique technical skills to develop innovative digital tools and services in the Excepted Service, U.S. Digital Service 18 F Fellowship Program. This position is located in the General Services Administration (GSA), Office of Citizen Services Innovation and Technology & 18F (OCSIT/18F). The 18F office is charged with developing innovative digital tools and services. 18F uses lean start-up and agile development principles to make easy things easy and hard things possible. As an Innovation Specialist, the incumbent serves the government and makes an impact on a truly massive scale. The position requires that fellows perform work of an exceptional degree of difficulty across a wide range of topics at the convergence of technology, policy, and delivery. The incumbent leverages his/her experience deploying high quality, user centric platforms and services to lead major initiatives, consult on systems and policy proposals, and provide technical, policy, and programmatic guidance to government. The position involves access to PII data.

Major Duties (Performed 100% of the work time):

Typical duties for the fellow include but are not limited to:

- Conceiving/recommending projects/studies to advance the state of the art in the specialty area; applying forward-thinking design and development principles to product or services development, delivery and program management, such as lean startup, user-centered design, and agile development;
- Analyzing and scoping the technical and policy requirements needed to implement complex digital solutions;
- Assessing the state of digital services provided by the Federal Government, and working to align strategies and practice; conferring with key government/private officials and top experts in the field, representing the agency at technical symposia and/or conferences;
- Developing authoritative papers/reports; developing and leading adoption of government-wide standards for digital services, leading to their adoption across citizen and business-facing government services;
- Demonstrating thought leadership and contributing best practices in a variety of technologies and principles; and
- Performing other related duties, as assigned.

Innovation Specialist, GS-0301-13; 00CA456

This is a Schedule A position under 5 CFR 213.3102(r) to hire unique technical skills to develop innovative digital tools and services in the Excepted Service, U.S. Digital Service 18F Fellowship Program. This position is located in the General Services Administration (GSA), Office of Citizen Services Innovation and Technology & 18F (OCSIT/18 F). The 18F office is charged with developing innovative digital tools and services. 18F uses lean start-up and agile development principles to make easy things easy and hard things possible. As an Innovation Specialist, the incumbent serves the government and makes an impact on a truly massive scale. The position requires that fellows perform work of an exceptional degree of difficulty across a wide range of topics at the convergence of technology, policy, and delivery. The incumbent leverages his/her experience deploying high quality, user centric platforms and services to lead major initiatives, consult on systems and policy proposals, and provide technical, policy, and programmatic guidance to government. The position involves access to PII data.

Major duties (Performed 100% of the work time):

Typical duties for the fellow include but are not limited to:

- Conceiving/recommending and projects/studies to advance the state of the art in the specialty area; applying forward- thinking design and development principles to product or services development, delivery and program management, such as lean startup, user centered design, and agile development;
- Analyzing and scoping the technical and policy requirements needed to implement complex digital solutions;
- Assessing the state of digital services provided by the Federal Government, and working to align strategies and practice; conferring with key government/private officials and top experts in the field, representing the GSA at technical symposia and/or conferences;
- Demonstrating thought leadership and contributing best practices in a variety of technologies and principles; and
- Performing other related duties as assigned.

Innovation Operations Manager, GS-301-15; 000M565

INTRODUCTION

This is a Schedule A position under 5 CFR 213.3137(a) to hire unique technical skills needed for the redesigning and rebuilding of digital interfaces between citizens, businesses, and government as part of the Smarter Information Technology Delivery Initiative.

As a Innovation Operations Manager, the incumbent serves a technical project expert/consultant and project/program manager responsible for providing expert advice to generate new programs and program components to explore state-of-the art in efficiency and effectiveness of GSA critical projects.

MAJOR DUTIES

Senior Level Consulting, Operations Execution, & Process Improvement 40%

Serves as a program manager and execution-arm to senior level management and provides expert advice to generate and develop new hypotheses and theories of program components to explore state-of-the art in efficiency and effectiveness of mission-critical operating programs. Demonstrated experience with, knowledge of, and exposure to, no less than one of the following operational areas is required: Budget/Finance, Human Resources, Legal, Acquisitions/Purchasing, Strategic Planning, and/or Performance Management. Serves as a nationally recognized and respected authority on a diverse range of issues, as well as more widespread issues affecting GSA's substantive mission in which the expertise is often sought due to extensive knowledge and experience associated with the specific project. Develops new insights into situations and applies innovative solutions to make organizational and operational improvements; creates a work environment that encourages creative thinking and innovation; designs and implements new or cutting-edge operational programs/business processes. Keeps up to date with developments in the private sector; seeks out best practice; and identifies and seizes opportunities that are not obvious to others. Understands that risk taking means trying something new, and possibly better, in the sense of stretching beyond what has been done in the past; and that the constant challenge is to learn how to assess choices responsibly, weighing the possible outcomes against his/her values and responsibilities.

Project Conception, Planning, and Review 30%

Conceives and recommends projects or studies to advance the state of the art in the specialty area. Plans and conducts pioneering work in the specific area of expertise of outstanding scope, difficulty and complexity in unexplored or unpromising areas of investigation. Coordinates technical elements of the project with related activities of other government agencies, promoting mutual cooperation in areas which can be combined for more effective results. Develops authoritative papers and reports which state the agency's position and

further the objectives of the project, publishing those which embrace new knowledge on subjects of far reaching interest.

Reviews projects for technical and operational feasibility and adherence with the organization's objectives and recommending actions on proposed contracts, in-house projects or other similarly broad strategic initiatives. Formulates effective strategies consistent with the business and competitive strategy of the organization in a global economy. Examines policy issues and strategic planning with a long term perspective. Determines objectives and sets priorities; anticipates potential threats or opportunities.

Confers with key government and private officials and top experts in his/her field, representing GSA at technical symposia and conferences. Serves on agency, interagency, and technical society committees of national importance as a recognized authority in the specialty area. Monitors technical aspects of broad programmatic issues to ensure successful completion, recommending changes or solutions to problems or redirection of effort as required.

Project Leadership 30%

Identifying, leading, and participating in national and/or international special projects or studies, work groups, task forces and panels, frequently focusing on unprecedented problems, policy making and shaping the future direction of agency operational programs. Uses technical leadership, outstanding creativity, and exceptional judgment to develop, define, and modifying research and/or programmatic objectives, devising innovative ways to solve problems of major importance to GSA. Takes a long-term view and acts as a catalyst for organizational change; builds a shared vision with others. Influences others to translate vision into action.

Conceives, initiates, and monitors policies, programs, and projects dealing with the most challenging problems within the project and of national significance to GSA. Applies a wide range of qualitative and/or quantitative methods to assess and improve program effectiveness and/or complex management processes, projects and systems. Issues studied impact GSA, as well as the entire nation.

Performs other duties, as assigned.

Conditions of Employment: A Secret Clearance is required for this position. Employee must be able to obtain and maintain this clearance.

Supervisory Innovation Design Specialist, GS-0301-15; 00CA716

INTRODUCTION

This is a Schedule A excepted service position under 5 CFR 213.3137(a), a special appointing authority granted to GSA by OPM, to hire unique technical skills needed for the redesigning and rebuilding of digital interfaces between citizens, businesses, and government as part of the Smarter Information Technology Delivery Initiative.

Serves as one of the cross-functional team supervisors in the Design Experience Branch located in the Chapters Division, Office of 18F, Technology Transformation Services (TTS), General Services Administration (GSA), responsible for the execution of the function for one of the cross-functional teams, e.g., User Experience Design, Content Design, Visual Design, Front-End Design, etc.. Serves as a design project expert/consultant and project/program manager responsible for providing expert advice to generate new program components to explore state-of-the-art in efficiency and effectiveness of GSA critical digital design services projects.

MAJOR DUTIES AND RESPONSIBILITIES

Supervisory and Managerial Duties (40%)

Directs and manages the work and team of one of the cross-functional sub-teams in the Design Experience Branch. Directly, and through designated team leads, organizes and plans staff work assignments on an ongoing basis. Leverages staff experience deploying high quality, user-centric platforms and services to lead major initiatives, consults on systems and policy proposals, and provides technical, policy, and programmatic guidance to government.

Develops work plan for approved goals and objectives; assures implementation of goals and objectives; determines goals and objectives that need additional emphasis; determines best approach or solution for long range staffing needs. Communicates and plans work assignments with each staff member, in conjunction with development of performance standards for critical job elements. Adjusts staffing levels or work procedures within the organizational units to accommodate resource allocation decisions made at higher echelons. Assigns work to subordinates based on priorities, selective consideration of the difficulty and requirements of assignments, and the capabilities of employees. Improves work methods and procedures used to produce work products. Decides the methodologies to use in achieving work goals and objectives, and in determining other management strategies.

Conducts regular reviews of staff work assignments. Provides design and supervisory guidance for staff, reviews work for accuracy and compliance with instructions and policy, and recommends improvement of work methods. Makes decisions on work problems presented by subordinates. Observes and analyzes areas of individual performance deficiency and assists employees to improve performance and achieve quality work results. Identifies developmental

and training needs of employees and provides and/or arranges for necessary developmental training. Recommends position structure, interviews, selects, and trains employees.

Recommends selections for subordinate supervisory positions and/or for work leader, group leader, or project director positions responsible for coordinating the work of others. Appraises and recognizes performance of employees, assuring reasonable equity of performance standards and rating techniques developed by subordinate supervisors. Promotes team building opportunities. Addresses work-related problems, counsels employees, and initiates disciplinary actions when necessary. Resolves complaints and group grievances through meetings and discussions with employees. Reviews serious disciplinary actions (e.g., suspensions) involving nonsupervisory subordinates, with approval from the Design Experience Branch Chief. Advises subordinates on administrative matters and approves leave. Approves expenses comparable to within-grade increases, extensive overtime, and employee travel. Ensures subordinates are aware of GSA and 18F policies, project goals, objectives and mission. Provides staff development and cross-training opportunities. Finds and implements ways to eliminate or reduce significant bottlenecks and barriers to production, promotes team building, and improves business practices. Assures full integration of EEO principles.

Senior Level Consulting/Project Management Duties (60%)

Serves as a consultant to 18F and GSA senior level management and provides expert advice to generate and develop new hypotheses and theories of program components to explore state-of-the-art in efficiency and effectiveness of mission-critical programs for the assigned cross-functional team. Serves as a nationally recognized and respected authority on digital services federal government design, as well as more widespread issues affecting GSA's substantive digital strategy mission in which the expertise is often sought due to extensive knowledge and experience associated with the specific project. Conceives and recommends projects/studies to advance the state of the art in the specialty area and applies forward thinking design and development principles to product or services development, delivery and program management, such as lean startup, user centered design, and agile development.

Analyzes and scopes the technical and policy requirements needed to implement complex digital solutions. Assesses the state of digital design services provided by the Federal Government, and works to align strategies and practice. Confers with key government/private officials and top experts in the field, representing the agency at technical symposias and/or conferences. Develops authoritative papers and reports that state the agency's position and furthers the objectives of the project, publishing those which embrace new knowledge on subjects of far reaching interest. Develops and leads adoption of governmentwide standards for digital services, leading to their adoption across citizen and business facing government services.

Demonstrates thought leadership and contributes best practices in a variety of technologies and principles. Contributes to a talent strategy that includes recruiting innovators and

entrepreneurs to participate in solving complex and esoteric challenges. Applies a wide range of qualitative and/or quantitative methods to assess and improve program effectiveness and/or complex management processes, projects and systems. Issues studied impact GSA, as well as the entire nation.

Performs other duties as assigned.

INTRODUCTION

This is a Schedule A position under 5 CFR 213.3137(a) to hire unique technical skills needed for the redesigning and rebuilding of digital interfaces between citizens, businesses, and government as part of the Smarter Information Technology Delivery Initiative.

The Office of 18F housed within the Office of Citizen Services, Innovative Technology and 18F (OCSIT/18F) in the General Services Administration, is charged with developing innovative digital tools and services as part of a government in-house digital services team. The office uses lean start-up and agile development principles to dramatically improve the digital interaction between government, citizens, people, and businesses.

The incumbent is a technical project expert/consultant and project/program manager responsible for providing expert advice to generate new programs and program components to explore state-of-the-art in efficiency and effectiveness of 18F critical projects. As Chief of the Consulting Division, the incumbent is responsible for execution and formulation of the Consulting Division program functions in the 18F Office, managing relationships with clients, other 18F divisions, and GSA Offices including the Administrator's Office. Specifically, the incumbent provides the overall strategic direction of the Consulting Division, the incumbent is responsible for executing and formulating the Division program functions in the 18F Office, including project selection and prioritization, based on resource availability across all of 18F (including the PIF Program); ensuring team members are provided with appropriate tools and resources to complete their projects; and consulting with the other 18F Divisions and the Deputy Associate Administrator on the most appropriate path to assist customers with their digital needs. In addition, the incumbent manages the primary cooperative relationships between the other divisions of 18F, and coordinates any product releases with 18F Communications.

MAJOR DUTIES

Supervisory Duties
40%

This position directs and manages the work and team of the Consulting Division, which also houses the Delivery Management, Design & Product Strategy, Tech Architecture, and Acquisition Management Branches. As such, this work is a cornerstone of the 18F Office and critical to the success of bringing and enabling high skilled consultative talent to the federal government.

Supervises and directs the work of staff engaged in digital services consulting activities. Directly, and through subordinate supervisors, organizes and plans staff work assignments on an ongoing basis. Develops work plan for approved goals and objectives; assures implementation of goals and objectives; determines goals and objectives that need additional emphasis; determines best approach or solution for resolution of budget shortages; plans for long range staffing needs. Communicates and plans work assignments with each staff member, in conjunction with development of performance standards for critical job elements. Adjusts staffing levels or work procedures within their organizational units to accommodate resource allocation decisions made at higher echelons. Assigns work to subordinates based on priorities, selective consideration of the difficulty and requirements of assignments, and the capabilities of employees. Justifies the purchase of new equipment. Improves work methods and procedures used to produce work products. Oversees the development of technical data, estimates, statistics, suggestions, and other information useful to higher level managers in determining which goals and objectives to emphasize. Decides the methodologies to use in achieving work goals and objectives, and in determining other management strategies.

Conducts regular reviews of staff work assignments. Provides technical and supervisory guidance for staff. Reviews work for accuracy and compliance with instructions and policy, and recommends improvement of work methods. Makes decisions on work problems presented by subordinates, including subordinate supervisors. Observes and analyzes areas of individual performance deficiency and assists employees to improve performance and achieve quality work results. Identifies developmental and training needs of employees and provides and/or arranges for necessary developmental training. Recommends position structure, interviews, selects, and trains employees. Recommends selections for subordinate supervisory positions and for work leader, group leader, or project director positions responsible for coordinating the work of others. Appraises and recognizes performance of employees, assuring reasonable equity of performance standards and rating techniques developed by subordinate supervisors. Serves as reviewing official on evaluations of nonsupervisory employees rated by subordinate supervisors. Promotes team building opportunities. Addresses work-related problems, counsels employees, and initiates disciplinary actions, when necessary. Resolves complaints and group grievances through meetings and discussions with employees. Reviews and approves serious disciplinary actions (e.g., suspensions) involving nonsupervisory subordinates. Advises subordinates on administrative matters and approves leave. Approves expenses comparable to within-grade increases, extensive overtime, and employee travel. Ensures subordinates are aware of GSA and 18F project goals, objectives and mission. Provides staff development and cross training opportunities. Finds and implements ways to eliminate or reduce significant bottlenecks and barriers to production, promote team building, or improve business practices. Assures full integration of EEO principles.

Serves as a consultant to 18F and GSA senior level management and provides expert advice to generate and develop new hypotheses and theories of program components to explore state-of-the art in efficiency and effectiveness of mission-critical programs.

Serves as a nationally recognized and respected authority on digital services federal government operations, as well as more widespread issues affecting GSA's substantive digital strategy mission in which the expertise is often sought due to extensive knowledge and experience associated with the specific project. Develops new insights into situations and applies innovative solutions to make organizational improvements; creates a work environment that encourages creative thinking and innovation; designs and implements new or cutting-edge programs/processes. Keeps up to date with developments in the private sector; seeks out best practice; and identifies and seizes opportunities that are not obvious to others. Understands that risk taking means trying something new, and possibly better, in the sense of stretching beyond what has been done in the past; and that the constant challenge is to learn how to assess choices responsibly, weighing the possible outcomes against his/her values and responsibilities.

The incumbent provides creative direction and managerial oversight to the director's team, including the review, critique and comment on directors work conducted on 18F products and projects. The strategic review of the work keeps directors at the highest levels setting the product standards for the 18F Office.

Project Conception, Planning, and Review

20%

Conceives and recommends projects or studies to advance the state of the art in the specialty area. Plans and conducts pioneering work in the specific area of expertise of outstanding scope, difficulty and complexity in unexplored or unpromising areas of investigation. Coordinates technical elements of the project with related activities of other government agencies, promoting mutual cooperation in areas which can be combined for more effective results. Develops authoritative papers and reports which state the agency's position and furthers the objectives of the project, publishing those which embrace new knowledge on subjects of far reaching interest. Reviews projects for technical feasibility and adherence with the organization's objectives and recommending actions on proposed contracts, in-house projects or other similarly broad strategic initiatives. Formulates effective strategies consistent with the business and competitive strategy of the organization in a global economy. Examines policy issues and strategic planning with a long-term perspective. Determines objectives and sets priorities; anticipates potential threats or opportunities. Confers with key government and private officials and top experts in his/her field, representing GSA at technical symposia and conferences. Serves on agency, interagency, and technical society committees of national importance as a recognized authority in the specialty area. Monitors technical aspects of broad programmatic issues to ensure successful completion, recommending changes or solutions to problems or redirection of effort as required.

Identifies, leads, and participates in national and/or international special projects or studies, work groups, task forces and panels, frequently focusing on unprecedented problems, policy making and shaping the future direction of agency programs. Uses technical leadership, outstanding creativity, and exceptional judgment to develop, define, and modify research and/or programmatic objectives, devising innovative ways to solve problems of major importance to GSA. Takes a long-term view and acts as a catalyst for organizational change; builds a shared vision with others. Influences others to translate vision into action.

Conceives, initiates, and monitors policies, programs, and projects dealing with the most challenging problems within the project and of national significance to GSA. Applies a wide range of qualitative and/or quantitative methods to assess and improve program effectiveness and/or complex management processes, projects and systems. Issues studied impact GSA, as well as the entire nation.

Performs other duties, as assigned.

Senior Innovation Specialist; GS-301-15; 000M551

INTRODUCTION

This is a Schedule A position under 5 CFR 213.3137(a) to hire unique technical skills needed for the redesigning and rebuilding of digital interfaces between citizens, businesses, and government as part of the Smarter Information Technology Delivery Initiative.

As a Innovation Specialist, the incumbent serves a technical project expert/consultant and project/program manager responsible for providing expert advice to generate new programs and program components to explore state-of-the art in efficiency and effectiveness of GSA critical projects.

MAJOR DUTIES

Senior Level Consulting

40%

Serves as a consultant to senior level management and provides expert advice to generate and develop new hypotheses and theories of program components to explore state-of-the art in efficiency and effectiveness of mission-critical programs. Serves as a nationally recognized and respected authority on a diverse range of issues, as well as more widespread issues affecting GSA's substantive mission in which the expertise is often sought due to extensive knowledge and experience associated with the specific project. Develops new insights into situations and applies innovative solutions to make organizational improvements; creates a work environment that encourages creative thinking and innovation; designs and implements new or cutting-edge programs/processes. Keeps up to date with developments in the private sector; seeks out best practice; and identifies and seizes opportunities that are not obvious to others. Understands that risk taking means trying something new, and possibly better, in the sense of stretching beyond what has been done in the past; and that the constant challenge is to learn how to assess choices responsibly, weighing the possible outcomes against his/her values and responsibilities.

Project Conception, Planning, and Review

30%

Conceives and recommends projects or studies to advance the state of the art in the specialty area. Plans and conducts pioneering work in the specific area of expertise of outstanding scope, difficulty and complexity in unexplored or unpromising areas of investigation. Coordinates technical elements of the project with related activities of other government agencies, promoting mutual cooperation in areas which can be combined for more effective results. Develops authoritative papers and reports which state the agency's position and furthers the objectives of the project, publishing those which embrace new knowledge on subjects of far reaching interest.

Reviews projects for technical feasibility and adherence with the organization's objectives and recommending actions on proposed contracts, in-house projects or other similarly broad strategic initiatives. Formulates effective strategies consistent with the business and competitive strategy of the organization in a global economy. Examines policy issues and strategic planning with a long term perspective. Determines objectives and sets priorities; anticipates potential threats or opportunities.

Confers with key government and private officials and top experts in his/her field, representing GSA at technical symposia and conferences. Serves on agency, interagency, and technical society committees of national importance as a recognized authority in the specialty area. Monitors technical aspects of broad programmatic issues to ensure successful completion, recommending changes or solutions to problems or redirection of effort as required.

Project Leadership

30%

Identifying, leading, and participating in national and/or international special projects or studies, work groups, task forces and panels, frequently focusing on unprecedented problems, policy making and shaping the future direction of agency programs. Uses technical leadership, outstanding creativity, and exceptional judgment to develop, define, and modifying research and/or programmatic objectives, devising innovative ways to solve problems of major importance to GSA. Takes a long-term view and acts as a catalyst for organizational change; builds a shared vision with others. Influences others to translate vision into action.

Conceives, initiates, and monitors policies, programs, and projects dealing with the most challenging problems within the project and of national significance to GSA. Applies a wide range of qualitative and/or quantitative methods to assess and improve program effectiveness and/or complex management processes, projects and systems. Issues studied impact GSA, as well as the entire nation.

Performs other duties, as assigned.

Supervisory Innovation Engineering Specialist, GS-0301-15; 00CA721

INTRODUCTION

This is a Schedule A excepted service position under 5 CFR 213.3137(a), a special appointing authority granted to GSA by OPM, to hire unique technical skills needed for the redesigning and rebuilding of digital interfaces between citizens, businesses, and government as part of the Smarter Information Technology Delivery Initiative.

The incumbent serves as a Supervisory Innovation Engineering Specialist; one of the cross-functional section supervisors in the Engineering Branch located in the Chapters Division, Office of 18F, Technology Transformation Services (TTS), General Services Administration (GSA), responsible for the execution of the function for one of the cross-functional teams. Serves as a technical project expert/consultant and project/program manager responsible for providing expert advice and supervision to generate new program components to explore state-of-the art efficiency and effectiveness of GSA 18F engineering projects.

MAJOR DUTIES AND RESPONSIBILITIES

Supervisory and Managerial Duties (40%)

Directs and manages the work and team of one of the cross-functional sub-teams in the Engineering Branch. Directly, and through designated team leads, organizes and plans staff work assignments on an ongoing basis. Leverages staff experience deploying high quality, user-centric platforms and services to lead major initiatives, consults on systems and policy proposals, and provides technical, policy, and programmatic guidance to government.

Develops work plan for approved goals and objectives; assures implementation of goals and objectives; determines goals and objectives that need additional emphasis; determines best approach or solution for long range staffing needs. Communicates and plans work assignments with each staff member, in conjunction with development of performance standards for critical job elements. Adjusts staffing levels or work procedures within the organizational units to accommodate resource allocation decisions made at higher echelons. Assigns work to subordinates based on priorities, selective consideration of the difficulty and requirements of assignments, and the capabilities of employees. Improves work methods and procedures used to produce work products. Decides the methodologies to use in achieving work goals and objectives, and in determining other management strategies.

Conducts regular reviews of staff work assignments. Provides design and supervisory guidance for staff, reviews work for accuracy and compliance with instructions and policy, and recommends improvement of work methods. Makes decisions on work problems presented by subordinates. Observes and analyzes areas of individual performance deficiency and assists employees to improve performance and achieve quality work results. Identifies developmental and training needs of employees and provides and/or arranges for necessary developmental training. Recommends position structure, interviews, selects, and trains employees.

Recommends selections for subordinate supervisory positions and/or for work leader, group leader, or project director positions, where applicable, responsible for coordinating the work of others. Appraises and recognizes performance of employees, assuring reasonable equity of performance standards and rating techniques developed by subordinate supervisors. Promotes team building opportunities. Addresses work-related problems, counsels employees, and initiates disciplinary actions when necessary. Resolves complaints and group grievances through meetings and discussions with employees. Reviews serious disciplinary actions (e.g., suspensions) involving nonsupervisory subordinates, with approval from the Design Experience Branch Chief. Advises subordinates on administrative matters and approves leave. Approves expenses comparable to within-grade increases, extensive overtime, and employee travel. Ensures subordinates are aware of GSA and 18F policies, project goals, objectives and mission. Provides staff development and cross-training opportunities. Finds and implements ways to eliminate or reduce significant bottlenecks and barriers to production, promotes team building, and improves business practices. Assures full integration of EEO principles.

Senior Level Consulting/Project Management Duties (60%)

Serves as a consultant to 18F and GSA senior level management and provides expert advice to generate and develop new hypotheses and theories of program components to explore state-of-the-art in efficiency and effectiveness of mission-critical programs for the assigned cross-functional team. Serves as a nationally recognized and respected authority on digital services federal government design engineering, as well as more widespread issues affective GSA's substantive digital strategy mission in which the expertise is often sought due to extensive knowledge and experience associated with the specific project. Conceives and recommends projects/studies to advance the state of the art in the specialty area and applies forward thinking engineering design and development principles to product or services development, delivery and program management, such as lean startup, user centered design, and agile development.

Analyzes and scopes the technical and policy requirements needed to implement complex digital solutions. Assesses the state of digital engineering design services provided by the Federal Government, and works to align strategies and practice. Confers with key government/private officials and top experts in the field, representing the agency at technical symposiums and/or conferences. Develops authoritative papers and reports that state the agency's position and furthers the objectives of the project, publishing those which embrace new knowledge on subjects of far reaching interest. Develops and leads adoption of governmentwide standards for digital services, leading to their adoption across citizen and business facing government services.

Demonstrates thought leadership and contributes best practices in a variety of technologies and principles. Contributes to a talent strategy that includes recruiting innovators and entrepreneurs to participate in solving complex and esoteric challenges. Applies a wide range of qualitative and/or quantitative methods to assess and improve program effectiveness and/or

complex management processes, projects and systems. Issues studied impact GSA, as well as the entire nation.

Performs other duties as assigned.

Lead Innovation Specialist, GS-0301-14; 00CA571

This is a Schedule A position under 5 CFR 213.3102(r) to hire unique technical skills to develop innovative digital tools and services in the Excepted Service, U.S. Digital Service 18F Fellowship Program. This position is located in the General Services Administration (GSA), Office of Citizen Services Innovation and Technology & 18F (OCSIT/18F). The 18F office is charged with developing innovative digital tools and services. 18F uses lean start-up and agile development principles to make easy things easy and hard things possible. The position serves as a team leader and a program expert in digital solutions.

As a Lead Innovation Specialist, the incumbent serves the government and makes an impact on a truly massive scale. The position requires that fellows perform work of an exceptional degree of difficulty across a wide range of topics at the convergence of technology, policy, and delivery. The incumbent leverages his/her experience deploying high quality, user centric platforms and services to lead major initiatives, consults on systems and policy proposals, and provides technical, policy, and programmatic guidance to government. In addition the incumbent is a central figure for 3 to 10 functional area team members, providing an environment of learning, mentorship and collaboration that may be more difficult in a larger group setting. The incumbent advises on resources related to their area of expertise. This includes maintaining a list of skill sets and proficiencies within the team, assisting 18F leadership with project resourcing for their functional area, and assisting with the training and development of team members that work in their functional area. The incumbent also ensures new team members are welcome and on-board; and provides mentorship on the 18F Office, GSA, Federal Government, client relationships, and cultural norms. The position involves access to PII data.

Major Duties:

Analyzes, Assesses and Improves the State of Digital Services Provided by the Federal Government: 75%

Typical major duties for the fellow include but are not limited to:

- Conceiving/recommending projects/studies to advance the state of the art in the specialty area; applying forward-thinking design and development principles to product or services development, delivery and program management, such as lean startup, user-centered design, and agile development;
- Analyzing and scoping the technical and policy requirements needed to implement complex digital solutions;
- Assessing the state of digital services provided by the Federal Government, and working to align strategies and practice; conferring with key

government/private officials and top experts in the field, representing the agency at technical symposia and/or conferences;

- Developing authoritative papers/reports; developing and leading adoption of government-wide standards for digital services, leading to their adoption across citizen and business-facing government services; and
- Demonstrating thought leadership and contributing best practices in a variety of technologies and principles.

Serves as Team Leader: 25%

The team leader provides technical direction and guidance to approximately 3 to 10 employees. The grade levels of the team members range from GS-11 to GS-14 (GS-13 is the base level; however, GS-14 employees may be assigned to the team, but their work constitutes less than 25% of the total workload). The team members are geographically dispersed in multiple duty stations. The team was created in order to balance project knowledge, better distribute the workforce, and better leverage senior skill sets. The goal of the team is to create an environment for learning, mentorship and collaboration. ***The base level of the total workload which accounts for 25 percent or more of the work performed by the team members is GS-13.***

Typical leader duties for the fellow include but are not limited to:

- Ensuring that the organization's strategic plan, mission, vision and values are communicated to the team and integrated into the team's strategies, goals, objectives, work plans, products and services.
- Articulating and communicating to the team the assignment, project, problem to be solved, actionable events, milestones, program issues under review, and deadlines or completion timeframes.
- Advising the team in identifying, distributing, and balancing workload among employees in accordance with established workflows, skill level and/or occupational specialization.
- Ensuring that each employee has an integral role in developing the final team product.
- Reporting to the team on progress toward meeting established milestones and deadlines for completion of assignments, projects and tasks, and ensures that all team members are aware of and help plan for the achievement of team goals and objectives.
- Preparing reports and maintaining records of team member's accomplishments and administrative information, informing the supervisor of performance management issues and recommending related actions, such as: assignments, reassignments, promotions, tour of duty changes, peer reviews and performance appraisals.
- Representing the team in dealings with the supervisor for obtaining resources (e.g., computer hardware and software, use of overtime or compensatory

time), and securing needed information or decisions on major work problems and issues that arise.

- Resolving simple, informal complaints of employees and referring others, such as formal grievances and appeals, to the supervisor or an appropriate management official.
- Working with the 18F Talent team to determine hiring needs for their functional area and coaching team members on interviewing candidates.
- Performing other related duties, as assigned.

Supervisory Innovation Specialist, GS-0301-15, 00CA181

INTRODUCTION

This is a Schedule A position under 5 CFR 213.3137(a) to hire unique technical skills needed for the redesigning and rebuilding of digital interfaces between citizens, businesses, and government as part of the Smarter Information Technology Delivery Initiative.

The Office of 18F housed within the Office of Citizen Services, Innovative Technology and 18F (OCSIT/18F) in the General Services Administration, is charged with developing innovative digital tools and services as part of a government in-house digital delivery team. The office uses lean start-up and agile development principles to dramatically improve the digital interaction between government, citizens, people, and businesses.

The incumbent serves as technical project expert/consultant and project/program manager responsible for providing expert advice to generate new programs and program components to explore state-of-the art in efficiency and effectiveness of GSA critical projects. As Director of the Experience Design Branch, the incumbent is responsible for execution and formulation of the Experience Design Branch program functions in the Creative, Communication, and Community Division of the 18F Office, and managing relationships with clients, other Creative, Communication, and Community branches, and 18F divisions. Specifically, the incumbent provides for the strategic direction of the Experience Design Branch with oversight from the Chief of Creative, Communication, and Community Division. The incumbent is responsible for the Experience Design Branch including project selection and prioritization, based on resource availability within the branch; ensuring team members are provided with appropriate tools and resources to complete their projects, consults with the other Creative, Communication, and Community branches and the Chief of the Creative, Communication, and Community Division on the most appropriate path to assist customers with their digital needs. In addition, the incumbent manages the primary cooperative relationships between engineering and the other branches of Creative, Communication, and Community.

Within the Experience Design Branch, are four functional teams: UX Designers, Visual Designers, Front End Designers, and Content Designers. These team were created according to their specific design functions. The goal of the teams is to create an environment for learning, mentorship and collaboration within their particular area of design expertise.

MAJOR DUTIES

Supervisory Duties

40%

This position directs and manages the work and team of the Experience Design Branch which also houses the four functional teams: four functional teams: UX Designers, Visual Designers, Front End Designers, and Content Designers.

Directly, and through designated team leads or supervisors, organizes and plans staff work assignments on an ongoing basis. Directly supervises, organizes, and plans staff work assignments on an ongoing basis. Plan work to be accomplished by subordinates, set and adjust short-term priorities, and prepare schedules for completion of work. Assigns work to subordinates based on priorities, selective consideration of the difficulty and requirements of assignments, and the capabilities of employees. Evaluates work performance of subordinates. Interviews candidates for positions in the unit; recommends appointment, promotion, or reassignment to such positions. Gives advice, counsel, or instructions to employees on both work and administrative matters. Hears and resolves complaints from employees, referring group grievances and more serious unresolved complaints to a higher level supervisor or manager. Effects minor disciplinary measures, such as warnings and reprimands, recommending other action in more serious cases. Identifies developmental and training needs of employees, providing or arranging for needed development and training. Finds ways to improve production or increase the quality of the work directed. Develops performance standards. Assures full integration of EEO principles.

Senior Level Consulting

20%

Serves as a consultant to Creative, Communications, and Community, 18F and GSA senior level management and provides expert advice to generate and develop new hypotheses and theories of program components to explore state-of-the art in efficiency and effectiveness of digital government programs.

Develops new insights into situations and applies innovative solutions to make organizational improvements; creates a work environment that encourages creative thinking and innovation; designs and implements new or cutting-edge programs/processes. Keeps up to date with developments in the private sector; seeks out best practice; and identifies and seizes opportunities that are not obvious to others. Understands that risk taking means trying something new, and possibly better, in the sense of stretching beyond what has been done in the past; and that the constant challenge is to learn how to assess choices responsibly, weighing the possible outcomes against his/her values and responsibilities.

The incumbent provides creative direction and managerial oversight to the Experience Design Branch. The strategic and tactical review of the work keeps engineering at the highest levels setting the product standards for the 18F Office.

Project Conception, Planning, and Review

20%

Conceives and recommends projects or studies to advance the state of the art in the specialty area. Plans and conducts pioneering work in the specific area of expertise of outstanding scope, difficulty and complexity in unexplored or unpromising areas of investigation. Coordinates technical elements of the project with related activities of other government agencies, promoting mutual cooperation in areas which can be combined for more effective

results. Develops authoritative papers and reports which state the agency's position and furthers the objectives of the project, publishing those which embrace new knowledge on subjects of far reaching interest. Reviews projects for technical feasibility and adherence with the organization's objectives and recommending actions on proposed contracts, in-house projects or other similarly broad strategic initiatives. Formulates effective strategies consistent with the business and competitive strategy of the organization in a global economy. Examines policy issues and strategic planning with a long-term perspective. Determines objectives and sets priorities; anticipates potential threats or opportunities. Confers with key government and private officials and top experts in his/her field, representing GSA at technical symposia and conferences. Serves on agency, interagency, and technical society committees of national importance as a recognized authority in the specialty area. Monitors technical aspects of broad programmatic issues to ensure successful completion, recommending changes or solutions to problems or redirection of effort as required.

Project Leadership

20%

Identifying, leading, and participating in national and/or international special projects or studies, work groups, task forces and panels, frequently focusing on unprecedented problems, policy making and shaping the future direction of agency programs. Uses technical leadership, outstanding creativity, and exceptional judgment to develop, define, and modifying research and/or programmatic objectives, devising innovative ways to solve problems of major importance to 18F and GSA. Takes a long-term view and acts as a catalyst for organizational change; builds a shared vision with others. Influences others to translate vision into action. Conceives, initiates, and monitors policies, programs, and projects dealing with the most challenging problems within the project and of national significance to GSA. Applies a wide range of qualitative and/or quantitative methods to assess and improve program effectiveness and/or complex management processes, projects and systems. Issues studied impact GSA, as well as the entire nation.

Performs other duties, as assigned.

Innovation Specialist, GS-301-12; 000M555

INTRODUCTION

This is a Schedule A position under 5 CFR 213.3137(a) to hire unique technical skills needed for the redesigning and rebuilding of digital interfaces between citizens, businesses, and government as part of the Smarter Information Technology Delivery Initiative.

As an Innovation Specialist, the incumbent serves as consultant responsible for providing advice to generate new programs and program components to explore state-of-the art in efficiency and effectiveness of GSA critical projects.

MAJOR DUTIES

Consulting

40%

Serves as a consultant to management and provides advice and support to generate new programs and program components to explore state-of-the art in efficiency and effectiveness of critical projects. Participates in pioneering work in his/her area of expertise in unexplored or unpromising areas of investigation. Using guidelines that provide a general outline, typically requiring substantial modification and/or adaptation, the incumbent demonstrates resourcefulness and discretion in creating innovative approaches to providing consultant services that are often sensitive, highly controversial, and/or visible and extremely difficult in nature. This requires a thorough knowledge of the GSA's missions and programs, as well as seasoned analytical and diagnostic skills to identify and evaluate systemic problems/issues and recommend solutions to managers. Coordinates elements of the project with related activities of other government agencies, promoting mutual cooperation in areas which can be combined for more effective results. Keeps up to date with developments in the private sector; seeks out best practice; and identifies and seizes opportunities that are not obvious to others.

Report Development

40%

Develops authoritative papers and reports which state GSA's position and furthers the objectives of the project, publishing those which embrace new knowledge on subjects of far reaching interest. Reviews information for technical feasibility and adherence with project objectives and recommends actions on proposed contracts, in-house projects or other similarly broad strategic initiatives.

Project/Program Participation

20%

Participates on national and/or international projects or studies, work groups, task forces and panels, frequently focusing on unprecedented problems, policy making and shaping the future direction of agency programs. Participates on and monitors multiple programs and projects dealing with the most challenging problems in the specialty area and of national significance.

Applies a wide range of qualitative and/or quantitative methods to assess and improve program effectiveness and/or management processes, projects, and systems. Issues studied impact GSA and the nation.

Performs other duties as assigned.

Senior Innovation Specialist, GS-301-14; 000M552

INTRODUCTION

This is a Schedule A position under 5 CFR 213.3137(a) to hire unique technical skills needed for the redesigning and rebuilding of digital interfaces between citizens, businesses, and government as part of the Smarter Information Technology Delivery Initiative.

As a Senior Innovation Specialist, the incumbent serves a technical project expert/consultant and project/program manager responsible for providing expert advice to generate new programs and program components to explore state-of-the art in efficiency and effectiveness of GSA critical projects.

MAJOR DUTIES

Policy/Program Development

40%

Given the incumbent's mastery of a designated specialty field, serves as a center of expertise for the program, providing key input to policy development and/or implementation at the headquarters level serving as a key advisor to top management, officials. As such, furnishes significant information to top management officials at the headquarters level who regularly seek expertise on issues often of strategic importance to project goals or programs. Provides opinions to other personnel within or outside GSA who also hold a high degree of subject-matter knowledge.

Provides leadership, expert assistance, and authoritative advice on the interpretation of governing policy associated with the specific project. Researches the most sensitive, complex or otherwise controversial issues, utilizing all resources available. In those cases where existing GSA policy does not cover the problem or issue under review, consults references such as United States Code and the Code of Federal Regulations, Comptroller General and GAO audit decisions, and other legal precedents available; interprets those legal sources, and develops definitive policy recommendations based on extensive analysis. Findings and recommendations ensure that agency policy remains in conformance with ongoing governmental, Presidential, and/or Congressional initiatives.

Applies a wide range of qualitative, and/or quantitative methods to assess and improve project effectiveness and/or complex processes and systems. Reviews specific goals and objectives; monitors the sequence and timing of key project events and milestones and evaluates overall project accomplishment and significant contributions in terms of planned goals. Develops long-range plans and recommendations as to the best methods to utilize to meet goals, objectives and to adapt to changing needs based on knowledge of known and projected project requirements. Understands that risk taking means trying something new, and possibly better, in the sense of stretching beyond what has been done in the past; and that the constant challenge is to learn how to assess choices responsibly, weighing the possible outcomes against

his/her values and responsibilities. Keeps up to date with developments in the private sector; seeks out best practice; and identifies and seizes opportunities that are not obvious to others.

Performs special assignments as directed, which may involve any phase of the assigned area of specialization and which frequently overlap into other related functional disciplines as well. As required, may also lead a group of technical personnel in the substantive work of the project.

Program/Policy Review and Analysis

30%

Provides technical expertise to personnel within the federal government and is called upon to review and/or assess problematic or potentially controversial situations which are extraordinary, unique or otherwise contentious in nature. Implements decisions made by higher level management officials, oftentimes facilitating the work of other agency employees to accomplish desired objectives. Ensures that the decisions are reflected in policy proposals, in internal and external directives and subsequently, in organizational operating procedures. Engages in a continuous cycle of evaluating and modifying processes to ensure efficient and effective project delivery; oversees interrelationship of processes.

Using technical knowledge, serves as a primary GSA contact for key programmatic decisions associated with the project. Provides critical analysis of pressing issues and required recommendations to management officials in formulating decisions regarding changing responsibilities or business needs, as well as in the design/development and evaluation of ongoing and/or new project issues. Solutions to unique operating problems may require the incumbent to study methodologies and practices employed by other Federal institutions or private sector companies. Benchmarking of this fashion provides information which fosters innovative solutions to agency problems.

Agency Representation

30%

As a technical authority, serves as a trouble-shooter for personnel on a diverse range of issues, projects, or concerns requiring an overview of the total agency operation with respect to resolving significant, controversial and/or otherwise highly charged situations. As such, serves as a liaison to high-ranking personnel within GSA, within other federal agencies, and respective private industry personnel to convey information regarding project activities, GSA policies and goals; to clarify procedures; and to interpret directives and/or other governing regulations as needed. Reviews and/or prepares highly technical reports and/or papers on important and extremely complex matters which influence not only the project work group, but which have widespread impact in terms of current and/or future projects/programs.

As needed, serves as a coordinator and representative for GSA for major project issues and meetings involving other internal and external organizations, and provides advice, comments, and recommendations as appropriate. Participates in the review of project activities to identify problems and recommends corrective measures or alternative approaches for implementation.

Works with other recognized technical experts within GSA and throughout the federal government, as well individuals throughout private industry to develop a coordinated approach to unique problems or areas in which Federal agencies or the private sector have previously not been involved or concerned. Participates in studies of national significance or of outstanding importance to the project.

Performs other duties, as assigned.

Administrative Support Specialist, GS-0301-09; 00CA743

This Administrative Support Specialist serves as an advanced trainee in the General Services Administration (GSA), Technology Transformation Service (TTS). The work serves as the foundation for higher graded more complex assignments. Assignments consist of learning the scope and foundation of administrative support at TTS. This advanced developmental position is classified at less than the full performance level for recruitment and training purposes. The employee may assist higher grade specialists with day-to-day operations. In this career ladder position, the incumbent receives tailored instruction, guidance, training, and supervision designed to equip him/her with the knowledge and skills necessary for successful performance at the next grade level. Supervision becomes progressively less detailed as the incumbent gains more experience. In this developmental capacity, the employee performs procedural research and analytical work including coordinating and performing standard administrative support functions and confidential work assignments. In this *career ladder* position, the incumbent receives tailored instruction, guidance, training, and supervision designed to equip incumbent with the knowledge and skills necessary for successful performance at the next grade level. Supervision becomes progressively less detailed as incumbent gains more experience. Incumbent may be promoted non-competitively to the target position upon meeting the following requirements: (1) Satisfactory demonstration of the ability to perform at the target grade level. (2) Assignment of increased responsibilities. (3) Recommendation for promotion by supervisor. (4) Satisfactory completion of all required training. (5) Completion of all OPM regulatory requirements for *career ladder* promotions. Consequently, promotion is not guaranteed. The work requires the ability to apply analytical and evaluative techniques to the identification, consideration, and resolution of issues or problems of a procedural or factual nature.

Major Duties:

Administrative Support Duties: 70%

Assignments consist of learning the scope and foundation of TTS administrative support activities; operations, policies, objectives; and processes to serve as an administrative support specialist. Representative assignments include:

With guidance, conducts analysis, evaluation, documentation, coordination and implementation of administrative processes and other related matters such as correspondence management, records management, leave administration, communications, organizational changes, changes in delegations etc.

With guidance, participates in the conduct of analytical studies that are of special interest to and are related to the programs and activities of TTS.

Under the tutelage of higher grade specialists, participates in special projects to identify operational problems, evaluate alternative solutions and recommend appropriate action(s). Such projects require knowledge of the functions and programs of the TTS organization and may be very specific or broad-based requiring input from many different organizational elements.

With guidance, applies qualitative and/or quantitative methods to assess and improve the effectiveness and management of assigned programs, processes, projects and activities. Reviews specific goals and objectives; monitors the sequence and timing of organization milestones and evaluates and reports on assigned portions of program accomplishments and contributions in terms of meeting goals and objectives.

Prepares a variety of correspondence and other written material in connection with TTS programs. Keeps abreast of current and proposed policies and procedures, orders, handbooks, etc. pertinent to TTS. Analyzes the effectiveness and efficiency of TTS administrative processes and prepares recommendations for process changes based on knowledge of the needs of TTS and the differing procedures and methods existing at the Division level.

Creates and maintains tracking system for all correspondence coming in and out of the Director's office. Brings significant items to the attention of the Director. Reviews all outgoing correspondence, documents, and reports for proper format, grammar, and conformance with established policy. Updates documents when appropriate or returns material to author for revisions. Organizes and maintains the office filing system, procures supplies and equipment, and performs other tasks necessary to meet office support needs.

With guidance, coordinates the administrative processes associated with the onboarding and orientation of new hires and performs follow-up studies on the effectiveness of these processes.

Responsible for purchasing necessary office supplies. Incumbent will maintain an inventory of office supplies, determine what supplies are most commonly used, and ensure sufficient stock of such supplies is readily available.

Provides travel assistance and coordination for managers. Schedules transportation, makes hotel reservations, prepares traveler's itinerary, and fills out travel authorizations and vouchers.

This position serves as an advanced trainee. As such, he/she is learning how to exercise judgment to assist management and/or act as a liaison in administrative issues that involve confidential subject matter, which can include direct involvement in the research and fact-finding process and requires confidentiality.

Enters and maintains data in automated federal personnel IT systems.

Policy/Procedure Analysis and Recommendations 30%

Identifies administrative issues or problems, and makes recommendations for improvements. Participates as a team member in studies intended to develop administrative guidance with staff from other organizational components within TTS.

Researches and monitors significant trends, identifies recurring problems and contributes recommendations that potentially affect program operations.

Under the guidance of higher grade specialists, evaluates new or modified legislation, proposed regulations or agency guidance for projected administrative impact upon the organization's programs, services and resources.

With guidance, studies, analyzes, and recommends methods to improve the accuracy, adequacy, and timeliness of information and systems for disseminating information about the agency's programs and workforce to managers at different organizational echelons and/or geographic locations. Employee must consider the information needs, interests, and level of detail needed to satisfy a wide variety of user requirements. Potential sources of data must be cross-checked, analyzed, and interpreted by the employee to obtain accurate, relevant and compliant information.

Responds to inquiries regarding administrative matters by referring to written policies and/or standards.

Performs other related duties as assigned.

Administrative Support Specialist, GS-0301-11; 00CA744

This Administrative Support Specialist is classified at less than the full performance level for recruitment and training purposes. This position is located in the General Services Administration (GSA), Technology Transformation Service (TTS). In this *career ladder* position, the incumbent receives tailored instruction, guidance, training, and supervision designed to equip incumbent with the knowledge and skills necessary for successful performance in the GS-12. This position is established to perform similar assignments to those at the full performance level, GS-12, (00CA745). Supervision becomes progressively less detailed as incumbent gains more experience. Incumbent may be promoted non-competitively to the target position upon meeting the following requirements: (1) Satisfactory demonstration of the ability to perform at the target grade level. (2) Assignment of increased responsibilities. (3) Recommendation for promotion by supervisor. (4) Satisfactory completion of all required training. (5) Completion of all OPM regulatory requirements for *career ladder* promotions. Consequently, promotion is not guaranteed. The required knowledge, skills, and abilities are adequately obtained through the satisfactory performance of progressively more difficult assignments that are essentially and substantially identical duties and responsibilities in nature as described at the full performance level, GS-12. The position provides analysis and administrative support for assigned program areas, operations, and activities. Additionally, the employee coordinates and performs administrative support functions and highly responsible, confidential and /or complex administrative support tasks for the Technology Transformation Service (TTS).

Major Duties:

Administrative Support Duties: 60%

Responsible for the analysis, evaluation, documentation, coordination and implementation of administrative processes and other related matters such as correspondence management, records management, leave administration, communications, organizational changes, changes in delegations etc.

Participates in conducting analytical studies that are of special interest to and are related to the programs and activities of TTS.

Participates in planning special projects to identify operational problems, evaluate alternative solutions and recommend appropriate action(s). Such projects require a working knowledge of the operations, activities, and programs of the TTS organization and may be very specific or broad-based requiring input from many different organizational elements.

Applies qualitative and/or quantitative methods to assess and improve the effectiveness and management of assigned programs, processes, projects and activities. Reviews specific goals and objectives; monitors the sequence and timing of organization milestones and evaluates and

reports on overall program accomplishments and significant contributions in terms of meeting goals and objectives.

Prepares a variety of correspondence and other written material in connection with TTS programs. Keeps abreast of current and proposed policies and procedures, orders, handbooks, etc. pertinent to TTS. Analyzes the effectiveness and efficiency of TTS administrative processes and prepares recommendations for process changes based on a thorough knowledge of the needs of TTS and the differing procedures and methods existing at the division level.

Creates and maintains tracking system for all correspondence coming in and out of the Director's office. Brings significant items to the attention of the Director. Reviews all outgoing correspondence, documents, and reports for proper format, grammar, and conformance with established policy. Updates documents when appropriate or returns material to author for revisions. Organizes and maintains the office filing system, procures supplies and equipment, and performs other tasks necessary to meet office support needs.

Coordinates the administrative processes associated with the onboarding and orientation of new hires and performs follow-up studies on the effectiveness of these processes.

Responsible for purchasing necessary office supplies. Incumbent will maintain an inventory of office supplies, determine what supplies are most commonly used, and ensure sufficient stock of such supplies is readily available.

Provides travel assistance and coordination for managers. Schedules transportation, makes hotel reservations, prepares traveler's itinerary, and fills out travel authorizations and vouchers.

This position represents the developmental phase during which the incumbent is cultivating the ability to make considered decisions or come to sensible conclusions relative to a variety of administrative matters. Some of the matters may be confidential and require discretion. Others may require considerable research or fact finding.

Enters and maintains data in automated federal IT systems.

Policy/Procedure Analysis and Recommendations 40%

Identifies complex administrative issues or problems, and makes recommendations for, and coordinates their resolution. Develops recommendations/policies and prepares/issues procedures and guidelines for implementation of administrative policies, delegations, and requirements and is responsible for the compliance, coordination, preparation, management and analysis of a wide variety of records and reports.

Organizes and coordinates development of administrative guidance with staff from other organizational components within TTS.

Researches and monitors significant trends, identifies recurring problems and contributes recommendations that potentially affect program operations.

Evaluates legislation, proposed regulations or agency guidance for projected administrative impact upon the organization's programs, services and resources.

Coordinates with other TTS program areas and offices to determine the impact of these changes. Makes recommendations to modify or develop guidelines, policies and short range plans which apply to employees and/or TSS operations.

Studies, analyzes, and recommends methods to improve the accuracy, adequacy, and timeliness of information and systems for disseminating information about the agency's programs and workforce to managers at different organizational echelons and/or geographic locations. Employee must consider the information needs, interests, and level of detail needed to satisfy a wide variety of user requirements. Potential sources of data must be cross-checked, analyzed, and interpreted by the employee to obtain accurate, relevant and compliant information.

Responds to inquiries regarding administrative matters by referring to written policies and/or standards.

Performs other related duties as assigned.

Supervisory Innovation Specialist, GS-0301-15; 00CA725

This supervisory position, organizationally referred to as Director, Change Strategists Branch, is located in the General Services Administration (GSA), Technology Transformation Service (TTS), Office of 18F, Chapters Division. The Office of 18F helps other federal agencies build, buy, and share efficient and easy-to-use digital services. This team of technology experts, engineers, designers, product managers, contract specialists, and more, works with agencies to diagnose problems and then works alongside agency teams to find the right solutions for their users. 18F builds custom products to solve technology challenges within other federal agencies; finds innovative ways to buy technology and encourages businesses to work with government; creates secure platforms built for government; teaches modern methodologies and practices to encourage agency transformation; and works with agencies as a one-stop-shop for their digital modernization. 18F's services result in government-wide reuse and savings, allowing agencies to reinvest in their core missions.

The position supervises approximately 20 to 30 subordinates with a base level of GS-13 or higher. The purpose of the work is focused on changing federal digital development culture, consulting on service, product and design strategy to help agencies achieve their missions. As Director of the Change Strategists Branch, the incumbent is responsible for execution and formulation of the Branch's program functions in the 18F Office, managing relationships with clients, other 18F Branches and Business Units, and GSA Offices including the Administrator's Office. Specifically, the incumbent provides the overall strategic direction of the Change Strategists Branch, the incumbent is responsible for executing and formulating the Branch's program functions in the Office of 18F, including project selection and prioritization, based on resource availability across all of 18F; ensuring team members are provided with appropriate tools and resources to complete their projects; and consulting with the other 18F Branches and Business Units and the Director of Chapters on the most appropriate path to assist customers with their digital needs.

MAJOR DUTIES

Supervisory Duties: 40%

As Branch Manager, performs the full range of first and second level supervisory duties, managing immediate reports and through subordinate supervisors and/or team leaders two or more distinct work groups comprised primarily of innovation specialists.

Organizes and plans staff work assignments on an ongoing basis. Leverages staff experience deploying high quality, user-centric platforms and services to lead major initiatives, consults on systems and policy proposals, and provides technical, policy, and programmatic guidance to government.

Develops work plan for approved goals and objectives; assures implementation of goals and objectives; determines goals and objectives that need additional emphasis; determines best approach or solution for long range staffing needs. Communicates and plans work assignments with each staff member, in conjunction with development of performance standards for critical job elements. Assigns work to subordinates based on priorities, selective consideration of the difficulty and requirements of assignments, and the capabilities of employees. Improves work methods and procedures used to produce work products. Decides the methodologies to use in achieving work goals and objectives, and in determining other management strategies.

Conducts regular reviews of staff work assignments. Provides design and supervisory guidance for staff, reviews work for accuracy and compliance with instructions and policy, and recommends improvement of work methods. Makes decisions on work problems presented by subordinates. Observes and analyzes areas of individual performance deficiency and assists employees to improve performance and achieve quality work results. Identifies developmental and training needs of employees and provides and/or arranges for necessary developmental training.

Recommends position structure, interviews, selects, and trains employees.

Recommends selections for subordinate supervisory positions and/or for work leader, group leader, or project director positions responsible for coordinating the work of others. Appraises and recognizes performance of employees, assuring reasonable equity of performance standards and rating techniques developed by subordinate supervisors. Promotes team building opportunities. Addresses work-related problems, counsels employees, and initiates disciplinary actions when necessary. Resolves complaints and group grievances through meetings and discussions with employees. Reviews serious disciplinary actions (e.g., suspensions) involving nonsupervisory subordinates. Advises subordinates on administrative matters and approves leave. Approves expenses comparable to within-grade increases, extensive overtime, and employee travel. Ensures subordinates are aware of GSA and 18F policies, project goals, objectives and mission. Provides staff development and cross-training opportunities. Finds and implements ways to eliminate or reduce significant bottlenecks and barriers to production, promotes team building, and improves business practices. Assures full integration of EEO principles.

Consulting/Strategic Studies: 60%

Conceives/recommends projects/studies to advance the state of the art in the specialty area; applying forward thinking design and development principles to product or services development, delivery and program management, such as lean startup, user centered design, and agile development.

Analyzes and scopes the technical and policy requirements needed to implement complex digital solutions.

Assesses the state of digital services provided by the Federal Government, and works to align strategies and practice; confers with key government/private officials and top experts in the field, and represents the agency at technical symposia and/or conferences.

Develops authoritative papers/reports; develops and leads adoption of governmentwide standards for digital services, leads to their adoption across citizen and business facing government services.

Demonstrates thought leadership and contributes best practices in a variety of technologies and principles.

Contributes to a talent strategy that includes recruiting innovators and entrepreneurs to participate in solving complex and esoteric challenges.

Performs other duties assigned

Supervisory Innovation Specialist, GS-0301-15; 00CA154

INTRODUCTION

This is a Schedule A position under 5 CFR 213.3137(a) to hire unique technical skills needed for the redesigning and rebuilding of digital interfaces between citizens, businesses, and government as part of the Smarter Information Technology Delivery Initiative.

The Office of 18F housed within the Office of Citizen Services, Innovative Technology and 18F (OCSIT/18F) in the General Services Administration, is charged with developing innovative digital tools and services as part of a government in-house digital delivery team. The office uses lean start-up and agile development principles to dramatically improve the digital interaction between government, citizens, people, and businesses.

The incumbent serves as technical project expert/consultant and project/program manager responsible for providing expert advice to generate new programs and program components to explore state-of-the art in efficiency and effectiveness of GSA critical projects. As Director of the Engineering Branch, the incumbent is responsible for execution and formulation of the Engineering Branch program functions in the Client Services Division of the 18F Office, and managing relationships with clients, other Client Services branches, and 18F divisions. Specifically, the incumbent provides for the strategic direction of the Engineering Branch with oversight from the Chief of Client Services Division. The incumbent is responsible for the Engineering Branch including project selection and prioritization, based on resource availability within the branch; ensuring team members are provided with appropriate tools and resources to complete their projects, consults with the other Client Services branches and the Chief of the Client Services Division on the most appropriate path to assist customers with their digital needs. In addition, the incumbent manages the primary cooperative relationships between engineering and the other branches of Client Services.

Within the Engineering Branch are four cross functional teams. These team were created in order to balance project knowledge, distributed workforce, and junior and senior skill set. The goal of the teams is to create an environment for learning, mentorship and collaboration that may be more difficult in a larger group setting.

MAJOR DUTIES

Supervisory Duties

40%

This position directs and manages the work and team of the Engineering Branch which also houses the four cross functional teams. Directly, and through designated team leads supervisors, organizes and plans staff work assignments on an ongoing basis. Develops work plan for approved goals and objectives; assures implementation of goals and objectives; determines goals and objectives that need additional emphasis; determines best approach or solution for long range staffing needs. Communicates and plans work assignments with each

staff member, in conjunction with development of performance standards for critical job elements. Adjusts staffing levels or work procedures within their organizational units to accommodate resource allocation decisions made at higher echelons. Assigns work to subordinates based on priorities, selective consideration of the difficulty and requirements of assignments, and the capabilities of employees. Improves work methods and procedures used to produce work products. Decides the methodologies to use in achieving work goals and objectives, and in determining other management strategies.

Conducts regular reviews of staff work assignments. Provides technical and supervisory guidance for staff. Reviews work for accuracy and compliance with instructions and policy, and recommends improvement of work methods. Makes decisions on work problems presented by subordinates, including subordinate supervisors. Observes and analyzes areas of individual performance deficiency and assists employees to improve performance and achieve quality work results. Identifies developmental and training needs of employees and provides and/or arranges for necessary developmental training. Recommends position structure, interviews, selects, and trains employees. Recommends selections for subordinate supervisory positions and for work leader, group leader, or project director positions responsible for coordinating the work of others. Appraises and recognizes performance of employees, assuring reasonable equity of performance standards and rating techniques developed by subordinate supervisors. Promotes team building opportunities. Addresses work-related problems, counsels employees, and initiates disciplinary actions, when necessary. Resolves complaints and group grievances through meetings and discussions with employees. Reviews and approves serious disciplinary actions (e.g., suspensions) involving nonsupervisory subordinates. Advises subordinates on administrative matters and approves leave. Approves expenses comparable to within-grade increases, extensive overtime, and employee travel. Ensures subordinates are aware of GSA and 18F project goals, objectives and mission. Provides staff development and cross training opportunities. Finds and implements ways to eliminate or reduce significant bottlenecks and barriers to production, promote team building, or improve business practices. Assures full integration of EEO principles.

Senior Level Consulting

20%

Serves as a consultant to Client Services, 18F and GSA senior level management and provides expert advice to generate and develop new hypotheses and theories of program components to explore state-of-the art in efficiency and effectiveness of digital government programs.

Develops new insights into situations and applies innovative solutions to make organizational improvements; creates a work environment that encourages creative thinking and innovation; designs and implements new or cutting-edge programs/processes. Keeps up to date with developments in the private sector; seeks out best practice; and identifies and seizes opportunities that are not obvious to others. Understands that risk taking means trying something new, and possibly better, in the sense of stretching beyond what has been done in

the past; and that the constant challenge is to learn how to assess choices responsibly, weighing the possible outcomes against his/her values and responsibilities.

Provides creative direction and managerial oversight to the Engineering Branch, including the review, critique and comment of the work conducted on 18F engineering products and projects. The strategic and tactical review of the work keeps engineering at the highest levels setting the product standards for the 18F Office.

Project Conception, Planning, and Review

20%

Conceives and recommends projects or studies to advance the state of the art in the specialty area. Plans and conducts pioneering work in the specific area of expertise of outstanding scope, difficulty and complexity in unexplored or unpromising areas of investigation. Coordinates technical elements of the project with related activities of other government agencies, promoting mutual cooperation in areas which can be combined for more effective results. Develops authoritative papers and reports which state the agency's position and furthers the objectives of the project, publishing those which embrace new knowledge on subjects of far reaching interest. Reviews projects for technical feasibility and adherence with the organization's objectives and recommending actions on proposed contracts, in-house projects or other similarly broad strategic initiatives. Formulates effective strategies consistent with the business and competitive strategy of the organization in a global economy. Examines policy issues and strategic planning with a long-term perspective. Determines objectives and sets priorities; anticipates potential threats or opportunities. Confers with key government and private officials and top experts in his/her field, representing GSA at technical symposia and conferences. Serves on agency, interagency, and technical society committees of national importance as a recognized authority in the specialty area. Monitors technical aspects of broad programmatic issues to ensure successful completion, recommending changes or solutions to problems or redirection of effort as required.

Project Leadership

20%

Identifies, leads, and participates in national and/or international special projects or studies, work groups, task forces and panels, frequently focusing on unprecedented problems, policy making and shaping the future direction of agency programs. Uses technical leadership, outstanding creativity, and exceptional judgment to develop, define, and modifying research and/or programmatic objectives, devising innovative ways to solve problems of major importance to 18F and GSA. Takes a long-term view and acts as a catalyst for organizational change; builds a shared vision with others. Influences others to translate vision into action.

Conceives, initiates, and monitors policies, programs, and projects dealing with the most challenging problems within the project and of national significance to GSA. Applies a wide range of qualitative and/or quantitative methods to assess and improve program effectiveness

and/or complex management processes, projects and systems. Issues studied impact GSA, as well as the entire nation.

Performs other duties, as assigned.

Lead Innovation Specialist, GS-0301-15; 00CA142

INTRODUCTION

This is a Schedule A position under 5 CFR 213.3102(r) to hire unique technical skills needed for the redesigning and rebuilding of digital interfaces between citizens, businesses, and government as part of the U.S. Digital Service Fellowship Program.

As a Team Lead for the Engineering Branch, the incumbent is a central figure for 5-8 engineering staff members that are diverse in geographic locations, engineering backgrounds and current projects. These teams were created in order to balance project knowledge, distributed workforce, and junior and senior skill set. The goal of the teams is to create an environment for learning, mentorship and collaboration that may be more difficult in a larger group setting.

Specifically, Team Leads will ensure new team members are welcomed and on-boarded, hold regular discussion on new technologies, organizational topics and challenges; and provide mentorship on the 18F Office, GSA, Federal Government, clients relationships, and cultural norms. More broadly, these teams leads assist in bridging the gap and addressing challenges of such diversity in order to ensure that all team members are exposed to a wide variety of ideas and skill sets, while still being connected to the broader mission and culture of 18F. The Team Lead allows for considerate thoughtful personal attention of all team members.

MAJOR DUTIES

Senior Level Consulting, Project Conception, Planning, and Review 75%
Serves as a consultant to senior level management and provides expert advice to generate and develop new hypotheses and theories of program components to explore state-of-the art in efficiency and effectiveness of mission-critical programs. Serves as a nationally recognized and respected authority on a diverse range of issues, as well as more widespread issues affecting GSA's substantive mission in which the expertise is often sought due to extensive knowledge and experience associated with the specific project. Develops new insights into situations and applies innovative solutions to make organizational improvements; creates a work environment that encourages creative thinking and innovation; designs and implements new or cutting-edge programs/processes. Keeps up to date with developments in the private sector; seeks out best practice; and identifies and seizes opportunities that are not obvious to others. Understands that risk taking means trying something new, and possibly better, in the sense of stretching beyond what has been done in the past; and that the constant challenge is to learn how to assess choices responsibly, weighing the possible outcomes against his/her values and responsibilities.

Conceives and recommends projects or studies to advance the state of the art in the specialty area. Plans and conducts pioneering work in the specific area of expertise of outstanding scope, difficulty and complexity in unexplored or unpromising areas of investigation.

Coordinates technical elements of the project with related activities of other government agencies, promoting mutual cooperation in areas which can be combined for more effective results. Develops authoritative papers and reports which state the agency's position and

further the objectives of the project, publishing those which embrace new knowledge on subjects of far reaching interest.

Reviews projects for technical feasibility and adherence with the organization's objectives and recommending actions on proposed contracts, in-house projects or other similarly broad strategic initiatives. Formulates effective strategies consistent with the business and competitive strategy of the organization in a global economy. Examines policy issues and strategic planning with a long term perspective. Determines objectives and sets priorities; anticipates potential threats or opportunities.

Confers with key government and private officials and top experts in his/her field, representing GSA at technical symposia and conferences. Serves on agency, interagency, and technical society committees of national importance as a recognized authority in the specialty area. Monitors technical aspects of broad programmatic issues to ensure successful completion, recommending changes or solutions to problems or redirection of effort as required.

Identifying, leading, and participating in national and/or international special projects or studies, work groups, task forces and panels, frequently focusing on unprecedented problems, policy making and shaping the future direction of agency programs. Uses technical leadership, outstanding creativity, and exceptional judgment to develop, define, and modifying research and/or programmatic objectives, devising innovative ways to solve problems of major importance to GSA. Takes a long-term view and acts as a catalyst for organizational change; builds a shared vision with others. Influences others to translate vision into action.

Conceives, initiates, and monitors policies, programs, and projects dealing with the most challenging problems within the project and of national significance to GSA. Applies a wide range of qualitative and/or quantitative methods to assess and improve program effectiveness and/or complex management processes, projects and systems. Issues studied impact GSA, as well as the entire nation.

Leader Duties

25%

Ensures that the organization's strategic plan, mission, vision and values are communicated to the team and integrated into the team's strategies, goals, objectives, work plans and work products and services. Articulates and communicates to the team the assignment, project, problem to be solved, actionable events, milestones, and/or program issues under review, and deadlines and time frames for completion. Coaches the team in the selection and application of appropriate problem solving methods and techniques, provides advice on work methods, practices and procedures, and assists the team and/or individual members in identifying the parameters of a viable solution. Leads the team in: identifying, distributing and balancing workload and tasks among employees in accordance with established work flow, skill level and/or occupational specialization; making adjustments to accomplish the workload in accordance with established priorities to ensure timely accomplishment of assigned team tasks; and ensuring that each employee has an integral role in developing the final team product.

Trains or arranges for the training of team members in methods and techniques of team building and working in teams to accomplish tasks or projects, and provides or arranges for specific administrative or technical training necessary for accomplishment of individual and team tasks. Monitors and reports on the status and progress of work, checking on work in progress and reviewing completed work to see that the supervisor's instructions on work priorities, methods, deadlines and quality have been met. Serves as coach, facilitator and/or negotiator in coordinating team initiatives and in consensus building activities among team members.

Maintains program and administrative reference materials, project files and relevant back-ground documents and make available policies, procedures and written instructions from the supervisor; maintains current knowledge to answer questions from team members on procedures, policies, directives, etc. Prepares reports and maintains records of work accomplishments and administrative information, as required, and coordinate the preparation, presentation and communication of work-related information to the supervisor. Represents the team in dealings with the supervisor or manager for the purpose of obtaining resources (e.g., computer hardware and software, use of overtime or compensatory time), and securing needed information or decisions from the supervisor on major work problems and issues that arise. Reports to the supervisor periodically on team and individual work accomplishments, problems, progress in mastering tasks and work processes, and individual and team training needs. Represents the team consensus and conveys the team's findings and recommendations in meetings and dealings with other team leaders, program officials, the public and other customers on issues related to or that have an impact on the team's objectives, work products and/or tasks.

Estimates and reports to the team on progress in meeting established milestones and deadlines for completion of assignments, projects and tasks, and ensures that all team members are aware of and participate in planning for achievement of team goals and objectives. Researches, learns, and applies a wide range of qualitative and/or quantitative methods to identify, assess, analyze, and improve team effectiveness, efficiency, and work products. Leads the team in assessing its strengths and weaknesses and provides leadership to the team in exploring alternatives and determining what improvements can be made (e.g., in work methods, processes and procedures). Approves emergency leave for up to three days; eight hours or less for medical appointments; and/or other types of leave as delegated by management. Resolves simple, informal complaints of employees and refers others, such as formal grievances and appeals, to the supervisor or an appropriate management official. Communicates team consensus and recommendations to the supervisor on actions affecting team and individual awards, rewards and recognition. Informs employees of available employee benefits, services and work related activities. Intercedes with the supervisor on behalf of the team to inform the supervisor of performance management issues/problems and to recommend/request related actions, such as: assignments, reassignments, promotions, tour of duty changes, peer reviews and performance appraisals.

Performs other duties, as assigned.

Innovation Specialist, GS-301-13; 000M553

INTRODUCTION

This is a Schedule A position under 5 CFR 213.3137(a) to hire unique technical skills needed for the redesigning and rebuilding of digital interfaces between citizens, businesses, and government as part of the Smarter Information Technology Delivery Initiative.

As an Innovation Specialist, the incumbent serves as consultant and project/program manager responsible for providing expert advice to generate new programs and program components to explore state-of-the art in efficiency and effectiveness of GSA critical projects.

MAJOR DUTIES

Consulting 40%

Serves as a consultant to senior level management and provides expert advice to generate new programs and program components to explore state-of-the art in efficiency and effectiveness of critical projects. As a recognized and respected authority on a diverse range of issues related to his/her specialty area, as well as more widespread issues affecting the substantive project in which his/her expertise is sought, plans and conducts pioneering work in his/her area of expertise of outstanding scope, difficulty, and complexity in unexplored or unpromising areas of investigation. Using guidelines that provide only a general outline and typically requiring substantial modification and/or adaptation, demonstrates resourcefulness and discretion in creating innovative approaches to providing consultant services that are often sensitive, highly controversial, and/or visible and extremely difficult in nature. This requires expert knowledge of the GSA's missions and programs, as well as seasoned analytical and diagnostic skills to identify and evaluate systemic problems/issues and recommend solutions to managers. Coordinates technical elements of the project with related activities of other government agencies, promoting mutual cooperation in areas which can be combined for more effective results. Keeps up to date with developments in the private sector; seeks out best practice; and identifies and seizes opportunities that are not obvious to others.

Report Development and Agency Representation 30%

Develops authoritative papers and reports which state GSA's position and furthers the objectives of the project, publishing those which embrace new knowledge on subjects of far reaching interest. Reviews information for technical feasibility and adherence with project objectives and recommends actions on proposed contracts, in-house projects or other similarly broad strategic initiatives. Understands that risk taking means trying something new, and possibly better, in the sense of stretching beyond what has been done in the past; and that the constant challenge is to learn how to assess choices responsibly, weighing the possible outcomes against his/her values and responsibilities.

Confers with key government and private officials and top experts in his/her field, representing GSA at technical symposia and conferences. Serves on agency, interagency, and technical society committees of national importance as a recognized authority in the specialty area.

Project/Program Participation and Monitoring

30%

Monitors technical aspects of broad programmatic issues to ensure successful completion, recommending changes or solutions to problems or redirection of effort as required. Identifies, leads, and participates on national and/or international projects or studies, work groups, task forces and panels, frequently focusing on unprecedented problems, policy making and shaping the future direction of agency programs. Uses technical leadership, outstanding creativity, and exceptional judgment to develop, define, and modify research and/or programmatic objectives, devising innovative ways to solve problems of major importance to GSA.

Conceives, initiates, and monitors policies, programs, and projects dealing with the most challenging problems in the specialty area and of national significance. Applies a wide range of qualitative and/or quantitative methods to assess and improve program effectiveness and/or complex management processes, projects, and systems. Issues studied impact GSA and the nation.

Performs other duties as assigned.

Administrative Support Specialist, GS-0301-09; 00CA607

This is a Schedule A, Excepted Service position under 5 CFR 213.3102(r) for Truman Scholars. This type of appointment is designed for individuals who receive scholarships that have a service requirement.

This position is located in the General Services Administration (GSA), Office of Citizen Services and Innovative Technology/18F (OCSIT/18F), Office of 18F. This organization is charged with developing innovative digital tools and services as part of a government in-house digital services team. OCIST/18F uses lean start-up and agile development principles to dramatically improve the digital interaction between government, citizens, and businesses. The Administrative Support Specialist performs a variety of administrative and analytical duties of a procedural or factual nature within an assigned Division. As the Administrative Support Specialist and liaison to management, the incumbent has direct involvement in confidential administrative management issues, decision-making, meetings, discussions, telephone calls, projects, etc., with the administrative issues requiring confidentiality. The work assigned requires access to sensitive information such as Personal Identifiable information (PII).

MAJOR DUTIES:

Administrative Analysis, Processing and Review 30%

Incumbent is responsible for developing and implementing standards to specific operating procedures to promote streamlined administrative processes, methods and techniques. Prepares and/or reviews a wide variety of program and administrative documents (reports, records, statistical data, studies, etc.) for submission to the assigned supervisor. Identifies administrative needs and deficiencies and recommends change and/or improvement.

Uses qualitative and quantitative analytical techniques to research and gather narrative and/or statistical information and applicable work methods and procedures to meet deadlines and carry out the successive steps in fact-finding and analysis of issues necessary to complete each phase of assigned work.

Applies analytical and administrative techniques to the identification, consideration, and resolution of issues or problems of a procedural or factual nature. The issues deal with readily observable conditions and written guidelines covering work methods and procedures.

Creates reports containing statistical, descriptive, or administrative information, materials, and data. Identifies and develops data required for use by management in the direction of programs and/or administrative matters.

Performs fact-finding, analytical, and administrative work.

Develops data; prepares and/or delivers briefings and/or reports explaining his/her findings and recommendations.

Receives all administrative documents delivered to 18F. Determines action, signature requirements, applicable communication method, and appropriate coordination required. Maintains suspense file, and ensures prompt and accurate replies. Reviews all administrative correspondence and documents before forwarding for signature to ensure accuracy, compliance with applicable policies, regulations and procedures. Resolves differences and returns unacceptable material.

Establishes tracking controls to ensure the timeliness of a wide variety of administrative actions and other related documentation. Reviews all administrative forms and documentation and ensures compliance with orders and guidelines.

Exercises independent judgment to assist management and/or act as a liaison in administrative issues that involve confidential subject matter, which can include direct involvement in the research and fact-finding process and requires confidentiality.

Prepares a variety of correspondence, reports, and other written material in connection with programs. Keeps abreast of current and proposed policies and procedures, orders, handbooks, etc., pertinent to the organization. Analyzes the effectiveness and efficiency of the administrative processes and prepares recommendations for process changes based on a thorough knowledge of the short and long term needs.

The position requires access to sensitive information such as Personal Identifiable information (PII) in order to carry out assigned duties. Serves as the Access Card Point of Contact for OCSIT/18F and accesses PII through GSA's Credential and Identity Management Systems (GCIMS).

Administrative Correspondence Preparation, Guidance, and Review 30%

Assists and coordinates activities within the assigned organization and staff related to preparation and timely completion of administrative documents and materials. Assists managers, supervisors and administrative staff with administrative procedures, matters, and issues to ensure administrative accuracy and efficiency. Incumbent collects and organizes a wide variety of administrative forms and documentation. Types correspondence, reports, and forms from written drafts. Arranges the material in the form appropriate to the subject matter, purpose and GSA format requirements.

Budgetary Assistance 10%

Assists in coordination, developing, and preparing budget backup data for staff. Assembles and displays program backup to support resource allocations and makes comprehensive reviews of

management reports to ensure that workload objectives are compatible with resources provided.

May participate in national administrative briefings, meetings, teleconferences, etc. for the purpose of providing administrative support and expertise relative to procedures, processes and techniques. In addition, the incumbent may be included in staff meetings in order to provide administrative support.

Purchasing Assistance 10%

Responsible for purchasing necessary office supplies. Incumbent maintains inventory of office supplies, determines what supplies are most commonly used, and ensures sufficient stock of such supplies is readily available.

Travel Assistance 10%

Arranges travel for the assigned Division. Schedules transportation, makes hotel reservations, prepares traveler's itinerary, and fills out travel authorizations and vouchers.

Maintains contacts and close working relations with 18F staff and others who are involved in administrative functions. Provides assistance in all programs, administrative operations and activities. Assists in defining the needs of these activities and identifies where the service can provide essential support.

Financial Tracking 10%

Utilizes 18F and GSA automated and financial systems to examine information resources and prepares reports on other needed data to make determinations and/or make recommendations on most effective and efficient ways to support management research and initiatives and tracking of specified service administrative operations areas. May be required to create spreadsheets, graphics, charts and other data-related material to analyze and portray results.

Performs other related duties as assigned.

Program Specialist, GS-0301-11; 00CA622

INTRODUCTION:

This is a Schedule A, Excepted Service position under 5 CFR 213.3102(r) for Truman Scholars. This type of appointment is designed for individuals who receive scholarships that have a service requirement. This position is located in the General Services Administration (GSA), Office of Citizen Services and Innovative Technology/18F (OCSIT/18F), Office of 18F. This organization is charged with developing innovative digital tools and services as part of a government in-house digital services team. OCIST/18F uses lean startup and agile development principles to dramatically improve the digital interaction between government, citizens, and businesses. The Program Specialist plans, develops, and carries out vital projects to streamline the program and its operations and activities within an assigned Division. As such, the employee performs a wide variety of administrative and analytical assignments pertaining to programmatic activities and operations. As the Program Specialist and liaison to management, the incumbent has direct involvement in confidential administrative management issues, decision making, meetings, discussions, telephone calls, projects, etc., with issues requiring confidentiality. The work assigned also requires access to sensitive information such as Personal Identifiable information (PII). The full performance level for this position is GS-12, PD number 00CA622.

MAJOR DUTIES:

Program & Operations Analysis and Recommendations 75%

Applies qualitative and/or quantitative techniques to assess effectiveness of program processes, procedures, and systems. Researches and responds to inquiries and makes referrals to appropriate resources; researches and provides information in written or verbal form; receives, analyzes and tracks administrative information and responds to questions and issues for assigned program activities.

Gathers information and/or statistics, identifies and analyzes issues and recommends solutions to resolve problems of effectiveness and efficiency of program operations and activities within an assigned Division. Uses analytical techniques and evaluation criteria to measure and improve program effectiveness and/or delivery. Monitors, analyzes, and coordinates programs, processes, operations, activities, and procedures for program management.

Analyzes and recommends methods to improve the accuracy, adequacy, and timeliness of information and systems for disseminating information about the assigned Division. Employee considers the information needs, interests, and level of detail needed to satisfy the user requirements. Potential sources of data must be cross-checked, analyzed, and interpreted by the employee to obtain accurate, relevant and compliant information.

Participates in the development of plans, schedules or procedures to accommodate changing program requirements. Identifies program objectives based on an analysis of interrelated issues of effectiveness, efficiency and productivity of programs. Participates in determining the best approach to achieve objectives, identifying specific steps and other actions to implement processes and/or procedures.

Keeps abreast of current and proposed policies and procedures, orders, handbooks, etc., pertinent to the Division. Analyzes the effectiveness and efficiency of the administrative processes and prepares recommendations for process changes. Ensures compliance with federal laws regarding information management and procedures.

Attends meetings, briefings, teleconferences, etc. to summarize points and issues discussed, distributes and follows up on commitments.

Administers and delivers services by developing, scheduling, coordinating and managing administrative projects and resources.

Manages and analyzes a variety of records and reports and is responsible for compliance, coordination, preparation of assigned records and reports.

Organizes and coordinates development of administrative guidance with staff from other organizational components within the Office of 18F.

Responds to inquiries regarding administrative matters by referring to written policies and/or standards.

Researches & Communicates 25%

Researches and responds to inquiries and makes referrals to appropriate resources; researches and provides information in written or verbal form; receives, processes and tracks issues; provides technical support and training for stakeholders needing assistance in using online Team tools; prepares correspondence for the organization; interprets and applies rules, regulations and procedures.

Reviews incoming correspondence, determines necessary action, routes and tracks items, and follows up on requests that can be handled personally.

Creates and maintains tracking system for all correspondence coming in and out of the assigned Director's office. Brings significant items to the attention of the Director. Reviews all outgoing correspondence, documents, and reports for proper format, grammar, and conformance with established policies. Updates documents when appropriate or returns material to author for revisions.

Performs other related duties as assigned.

Program Analyst, GS-343-11; 000M419

INTRODUCTION:

This is an advanced developmental position. This position serves as a program analyst responsible for providing analysis of a variety of subject matter relating to the effectiveness of assigned regional/Central Office program operations. The incumbent plans, directs and exercises control over a variety of projects involving regional and/or Central Office organizations.

MAJOR DUTIES:

Independently or jointly with other components of the organizational entity, conducts analytical studies that are of special interest related to assessment of the effectiveness of programs.

Applies a wide range of qualitative and/or quantitative methods to assess and improve the effectiveness and efficiency of assigned programs, processes, projects and systems. Analyzes and develops statistical data to improve the efficiency and effectiveness of operating programs that facilitate the operating programs.

Reviews specific goals and objectives; monitors the sequence and timing of Regional and/or field organization milestones and evaluates overall program accomplishments and significant contributions in terms of meeting regional goals. Provides input and recommendations regarding projected operations, significant trends, recurring problems and similar management level concerns to organizations(s) impacted.

Evaluates new or modified legislation, proposed regulations or agency guidance for projected impact upon the organization's programs, services and resources. Coordinates with other program areas and offices to determine the impact of these changes.

Based on conditions or factors that relate to the program, incumbent determines what information is required and collects information from a variety of sources. Reviews information, reconciles conflicting data, and devises new or modified methods to analyze findings.

Prepares and/or conducts briefings for higher level management to explain analysis of the subject matter involved, as well as provide recommendations or action plans, and provide guidance and/or direction for implementation.

Performs other duties, as assigned.

Program Analyst, GS-343-12; 000M420

INTRODUCTION:

This position serves as a program analyst to Regional or Central Office GSA management, and is responsible for providing in-depth analysis on a variety of subject matter involving the evaluation of GSA programs. The incumbent plans, directs and exercises control over a variety of complex projects involving Regional and/or Central Office organizations.

MAJOR DUTIES

Monitors, evaluates and/or executes assigned programs and initiatives. Analyzes and evaluates (on a quantitative or qualitative basis) the effectiveness of program operations in meeting established goals and objectives. Performs cradle to grave analyses, develops life-cycle cost analyses and develops recommendations for improving the efficiency and effectiveness of the management of the program and initiatives.

Develops recommendations for regional activities, operating policies and/or procedures. Serves as technical advisor for assigned program activities, recommending appropriate resources to facilitate accomplishment of objectives. Performs studies requiring evaluation and identification of a variety of operational problems, evaluating alternative solutions and recommending appropriate action. Work, on occasion, involves aspects that are new, controversial and complex. Analysis and evaluation requires use of established techniques and, as required, modification of existing evaluation methods and techniques.

Conducts analytical studies that are of special interest to specific functional activities or programs, and participates in sensitive aspects of the program. Studies oftentimes include evaluation of data that is sensitive in nature. Reviews, evaluates and monitors the progress of regional program areas in accomplishing objectives by appraising performance, progress, program status and trends against approved objectives and program goals and schedules. Participates in comprehensive management studies, initiatives, or data-gathering efforts, where the boundaries of the studies are broad and difficult to determine in advance, i.e. the actual limits of the project are developed as the study proceeds. Studies are typically designed to provide information that will assist management in controlling GSA's diverse program areas, determining the effects on program delivery, and identifying actual or potential problem areas impacting program operations.

Prepares and/or conducts briefings for higher level management to explain the specific analysis of subject matter, as well as to provide recommendations or action plans and provide guidance and/or direction for implementation. Makes recommendations for the development or modification of program objectives and resource utilization to achieve the established goals, and to improve the performance of operating programs.

As directed, may also perform additional administrative and special, one-time projects that are of a time sensitive and confidential nature, and which require extensive research, analysis and evaluation of a wide variety of information.

Performs other related duties as assigned.

IT SPECIALIST (INFOSEC); GS-2210-15; 00CA599

Introduction

This position is located in the General Services Administration (GSA), Technology Transformation Service, in the Office of 18F.

Major Duties and Responsibilities

Information Security Strategy and Implementation: 75%

The incumbent serves as a key security expert within 18F and coordinates a wide range of major initiatives associated with 18F and our partner agencies. The incumbent performs high level IT security implementation, policy, and related work impacting a wide variety of government agencies.

The incumbent performs high-level technical and complex work, characterized by an exceptional degree of difficulty. As an IT information security Specialist supporting 18F's information security needs, the incumbent provides direct technical assistance and support to the IT security components of 18F's delivery, consulting, acquisition, and product services.

Performs independent security assessments on government wide software applications that reflect the state of modern information security, and develops open source software tools as necessary to support related initiatives and government efforts.

The incumbent has IT skills in one or more of these information security components:

- The incumbent assists with 18F's application security engineering. The incumbent collaborates closely with 18F's engineering teams to create and institutionalize best practices in developing secure software. The incumbent also performs independent security assessments on 18F's software applications that reflect the state of modern information security, and would develop open source software tools as necessary to support this effort. **AND/OR**
- The incumbent assists with 18F's penetration testing. The incumbent assesses the vulnerabilities of 18F's software and infrastructure, and that of 18F's partners, through penetration testing ("red teaming"). The incumbent participates in assessments of 18F's physical security, network security, and its resilience to social engineering and phishing. The incumbent works closely with 18F's engineering teams and product teams to ensure that vulnerabilities and their root causes are remediated. **AND/OR**
- The incumbent assists with 18F's security operations and incident response. The incumbent leads the response and remediation process for security events at 18F. The incumbent also develops processes and open source tools for proactively detecting malicious activity in 18F systems, and works closely with

18F's engineering and infrastructure teams to integrate them into 18F's security operations.

The incumbent need not be able to assist in every one of the three roles described above. The incumbent is not required to have any specific industry certification for this position.

Policy Leadership and Stakeholder Collaboration: 25%

The incumbent implements and provides authoritative advice and guidance to ensure the confidentiality, integrity and availability of network and information systems on a broad, complex spectrum impacting various government entities.

Provides higher level stakeholders and partners with the information needed to make or recommend decisions surrounding complex cybersecurity issues and initiatives and makes high level decisions regarding the implementation and establishment of related policies and initiatives.

Collaborates with government wide stakeholders and partners in an attempt to implement and support the government's information security needs and establish related guidelines. Provides input and support of related high level initiatives.

Serves as a respected authority and senior spokesperson on a diverse range of high level IT Security issues, as well as more widespread issues affecting the substantive government and private industry missions in which her/his expertise is often sought due to extensive knowledge and experience in IT security or a related field.

Establishes collaborative partnerships and initiates and monitors policies, programs and projects dealing with the most challenging problems in the IT security and of national significance to the federal government and its stakeholders.

Supervisory Innovation Specialist, GS-0301-15; 00CA182

INTRODUCTION

This is a Schedule A position under 5 CFR 213.3137(a) to hire unique technical skills needed for the redesigning and rebuilding of digital interfaces between citizens, businesses, and government as part of the Smarter Information Technology Delivery Initiative.

The Office of 18F housed within the Office of Citizen Services, Innovative Technology and 18F (OCSIT/18F) in the General Services Administration, is charged with developing innovative digital tools and services as part of a government in-house digital design team. The office uses lean start-up and agile development principles to dramatically improve the digital interaction between government, citizens, people, and businesses.

The incumbent is a technical project expert/consultant and project/program manager responsible for providing expert advice to generate new programs and program components to explore state-of-the-art in efficiency and effectiveness of GSA critical projects. As Chief of the Creative, Communication, and Community Division, the incumbent is responsible for execution and formulation of the Creative, Communication, and Community Division program functions in the 18F Office, the second largest team in the 18F Office; and managing relationships with clients, other 18F divisions, and GSA Offices including the Administrator's Office. Specifically, the incumbent provides the overall strategic direction of the Creative, Communication, and Community Division, the incumbent is responsible for executing and formulating the Creative, Communication, and Community Division program functions in the 18F Office, including project selection and prioritization, based on resource availability across all of 18F (including the PIF Program); ensuring team members are provided with appropriate tools and resources to complete their projects; and consulting with the other 18F Divisions and the Deputy Associate Administrator on the most appropriate path to assist customers with their digital needs. In addition, the incumbent manages the primary cooperative relationships between Creative, Communication, and Community and the other divisions of 18F (including 18F Dev Ops Division), and coordinates product releases with 18F Communications.

MAJOR DUTIES

Supervisory Duties

40%

This position directs and manages the work and team of the Creative, Communication, and Community Division, which also houses the Outreach and Experience Design Branches for the 18F Office within OCSIT and 18F, GSA. As such, this work is a cornerstone of the 18F Office and critical to the success of bringing and enabling high skilled technical design and creative talent to the federal government.

Supervises and directs the work of staff engaged in digital services design activities. Directly, and through subordinate supervisors, organizes and plans staff work assignments on an

ongoing basis. Develops work plan for approved goals and objectives; assures implementation of goals and objectives; determines goals and objectives that need additional emphasis; determines best approach or solution for resolution of budget shortages; plans for long range staffing needs. Communicates and plans work assignments with each staff member, in conjunction with development of performance standards for critical job elements. Adjusts staffing levels or work procedures within their organizational units to accommodate resource allocation decisions made at higher echelons. Assigns work to subordinates based on priorities, selective consideration of the difficulty and requirements of assignments, and the capabilities of employees. Justifies the purchase of new equipment. Improves work methods and procedures used to produce work products. Oversees the development of technical data, estimates, statistics, suggestions, and other information useful to higher level managers in determining which goals and objectives to emphasize. Decides the methodologies to use in achieving work goals and objectives, and in determining other management strategies.

Conducts regular reviews of staff work assignments. Provides technical and supervisory guidance for staff. Reviews work for accuracy and compliance with instructions and policy, and recommends improvement of work methods. Makes decisions on work problems presented by subordinates, including subordinate supervisors. Observes and analyzes areas of individual performance deficiency and assists employees to improve performance and achieve quality work results. Identifies developmental and training needs of employees and provides and/or arranges for necessary developmental training. Recommends position structure, interviews, selects, and trains employees. Recommends selections for subordinate supervisory positions and for work leader, group leader, or project director positions responsible for coordinating the work of others. Appraises and recognizes performance of employees, assuring reasonable equity of performance standards and rating techniques developed by subordinate supervisors. Serves as reviewing official on evaluations of nonsupervisory employees rated by subordinate supervisors. Promotes team building opportunities. Addresses work-related problems, counsels employees, and initiates disciplinary actions, when necessary. Resolves complaints and group grievances through meetings and discussions with employees. Reviews and approves serious disciplinary actions (e.g., suspensions) involving nonsupervisory subordinates. Advises subordinates on administrative matters and approves leave. Approves expenses comparable to within-grade increases, extensive overtime, and employee travel. Ensures subordinates are aware of GSA and 18F project goals, objectives and mission. Provides staff development and cross training opportunities. Finds and implements ways to eliminate or reduce significant bottlenecks and barriers to production, promote team building, or improve business practices. Assures full integration of EEO principles.

Senior Level Consulting

20%

Serves as a consultant to 18F and GSA senior level management and provides expert advice to generate and develop new hypotheses and theories of program components to explore state-of-the art in efficiency and effectiveness of mission-critical programs.

Serves as a nationally recognized and respected authority on digital services federal government design, as well as more widespread issues affecting GSA's substantive digital strategy mission in which the expertise is often sought due to extensive knowledge and experience associated with the specific project. Develops new insights into situations and applies innovative solutions to make organizational improvements; creates a work environment that encourages creative thinking and innovation; designs and implements new or cutting-edge programs/processes. Keeps up to date with developments in the private sector; seeks out best practice; and identifies and seizes opportunities that are not obvious to others. Understands that risk taking means trying something new, and possibly better, in the sense of stretching beyond what has been done in the past; and that the constant challenge is to learn how to assess choices responsibly, weighing the possible outcomes against his/her values and responsibilities.

The incumbent provides creative direction and managerial oversight to the creative , communication, and community team, including the review, critique and comment of digital design work conducted on 18F products and projects. The strategic review of the work keeps design at the highest levels setting the product standards for the 18F Office.

Project Conception, Planning, and Review 20%

Conceives and recommends projects or studies to advance the state of the art in the specialty area. Plans and conducts pioneering work in the specific area of expertise of outstanding scope, difficulty and complexity in unexplored or unpromising areas of investigation. Coordinates technical elements of the project with related activities of other government agencies, promoting mutual cooperation in areas which can be combined for more effective results. Develops authoritative papers and reports which state the agency's position and furthers the objectives of the project, publishing those which embrace new knowledge on subjects of far reaching interest. Reviews projects for technical feasibility and adherence with the organization's objectives and recommending actions on proposed contracts, in-house projects or other similarly broad strategic initiatives. Formulates effective strategies consistent with the business and competitive strategy of the organization in a global economy. Examines policy issues and strategic planning with a long-term perspective. Determines objectives and sets priorities; anticipates potential threats or opportunities. Confers with key government and private officials and top experts in his/her field, representing GSA at technical symposia and conferences. Serves on agency, interagency, and technical society committees of national importance as a recognized authority in the specialty area. Monitors technical aspects of broad programmatic issues to ensure successful completion, recommending changes or solutions to problems or redirection of effort as required.

Project Leadership

20%

Identifies, leads, and participates in national and/or international special projects or studies, work groups, task forces and panels, frequently focusing on unprecedented problems, policy

making and shaping the future direction of agency programs. Uses technical leadership, outstanding creativity, and exceptional judgment to develop, define, and modify research and/or programmatic objectives, devising innovative ways to solve problems of major importance to GSA. Takes a long-term view and acts as a catalyst for organizational change; builds a shared vision with others. Influences others to translate vision into action.

Conceives, initiates, and monitors policies, programs, and projects dealing with the most challenging problems within the project and of national significance to GSA. Applies a wide range of qualitative and/or quantitative methods to assess and improve program effectiveness and/or complex management processes, projects and systems. Issues studied impact GSA, as well as the entire nation.

Performs other duties, as assigned.

INTRODUCTION

This position is located in the General Services Administration (GSA), Technology Transformation Service (TTS), Office of 18F, Chapters Division, Design Experience Branch. This organization is charged with developing innovative digital tools and services as part of a government in-house digital services team. The Office of 18F uses lean startup and agile development principles to dramatically improve the digital interaction between government, citizens, and businesses. The employee plans, develops, and carries out projects to streamline the program and its operations for the chapter. As such, the employee performs a wide variety of complex administrative and analytical assignments pertaining to programmatic, operations, and research activities for the Design Chapter.

MAJOR DUTIES

Project participation: 70%

In support to higher graded specialists, participates in a variety of projects or studies, work groups, task forces and panels, focusing on complex problems, needs to address project changes and in this capacity, participates in efforts that help Agency programs.

Monitors, analyzes and manages technical aspects of assigned program or project issues to ensure successful completion, recommending changes or solutions to problems or redirection of effort as required to ensure projects remain on schedule.

Develops, defines and modifies project and/or program information, to prepare findings or recommendations of changes needed to meet current objectives, identifying options ways to solve project problems for the organization or customers supported.

Monitors policies and processes dealing with assigned projects.

Coordinates elements of the project with related activities within and outside of GSA, promoting mutual cooperation in areas which can be combined for more effective results.

Keeps up to date with project design developments in the private sector; seeks out best practices; and identifies opportunities for management consideration to improve projects, programs and Agency processes.

Mentoring/Employee Support and Development: 10%

Serves as a mentor to lower graded staff and those more junior in service to the Agency. In this capacity, provides advice, guidance and insights as to GSA processes, projects or programs to facilitate employee development.

Operates as a liaison to management on questions or matters that arise in relation to employees mentored.

Articulates project or program issues to a variety of individuals or audiences, necessitating the ability to be clear, concise and provide information on a level suitable for the target audience.

Report / Position Development: 10%

Develops position papers and reports which state the organization's position or policies and support project completion. Gathers and prepares detailed reports and papers which document project or program success or opportunities for improvement. Reviews information for technical feasibility and adherence with project objectives to provide recommendations to management on proposed contracts, in house projects or other similarly matters under consideration to meet program needs.

Advisor role: 10%

Provides technical advice to management pertaining to the efficiency and effectiveness of assigned projects and/or program activities, including information on procedures, processes, changes to policies that can impact organizational operations and related matters.

Confers with management of program related data, including but not limited to, internal program issues, activities, and/or problems.

Presents options and provides technical process-related guidance to aid in decision-making about how to best proceed when confronting constraints and other conflicting program goals and objectives.